

THEME 11:

I want to contribute to Council decisions and stay up to date. How will you keep me informed, seek my views and make it easy for me to engage with Council?

Our ongoing work

We create opportunities for the community to share what matters most to them and shape Council decisions.

- Facilitate opportunities for the community to provide feedback and share ideas through a variety of methods, such as pop-ups, surveys, Coffee with Council, Council’s engagement website and deliberative engagement opportunities such as focus groups.
- Deliver Council’s Community Engagement Framework, ensuring we hear a variety of voices including young people, First Peoples, people with disability and our multicultural community.
- Facilitate self-determination for First Peoples through culturally informed approaches that ensure active involvement in decisions that impact their communities.
- Facilitate and support the City of Whittlesea Youth Council, providing young people with opportunities to develop leadership skills and actively participate in decision-making.
- Deliver consultation with children, young people and those directly involved in their lives to understand current and emerging needs.
- Facilitate advisory groups and committees to deepen understanding of the diverse experiences within our community and strengthen Council’s connection with different groups.
- Deliver creative ways to engage with the community, including using an engagement vehicle to make it easier for our community to stay informed and have their say on matters that are important to them.
- Facilitate community to attend Council meetings, ask questions and make submissions.
- Facilitate community input on statutory planning matters.

We keep the community informed about Council decisions and share updates on services, programs and facilities available to support residents.

- Provide the community with information about Council services, facilities, programs, projects, events and Council decisions using a variety of methods, including digital and traditional channels to foster participation and build trust between Council and the community.
- Deliver Council communication in a variety of accessible formats so our diverse community have access to the information they need to live safely, stay informed and be involved in the community.
- Deliver real-life examples of how people are using Council services in their daily lives to increase understanding, encourage participation and to build a sense of community.

We provide a variety of ways for community members to interact and seek support from Council.

- Provide the community with options to make enquiries and payments in-person, over the phone and online.
- Deliver surveys to measure how satisfied community members are after engaging with Council and use our learnings to continually improve our customer service.

Strategic Priority

SP52	Deliver innovative and technology-driven solutions to continually enhance customer experience and improve the effectiveness, transparency and efficiency of Council’s operations.	HPDAP
SP53	Facilitate the reduction, removal and prevention of barriers for marginalised and at risk groups to contribute to Council decisions.	HPDAP

HP Health Plan DAP Disability Action Plan

Responsibility of others

Service or program by others	Who
Emergency response communications	Led by other agencies, amplified by Council



Community quote:

“It is fabulous to see the younger people having their voices heard through the Youth Council to Council.”